

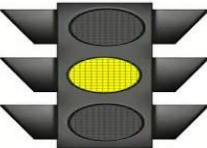
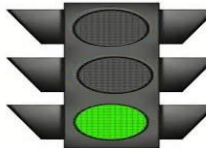
Longest Time a Vehicle Waited for Repair - Fleet Sedan Shop

Office of Management & Budget

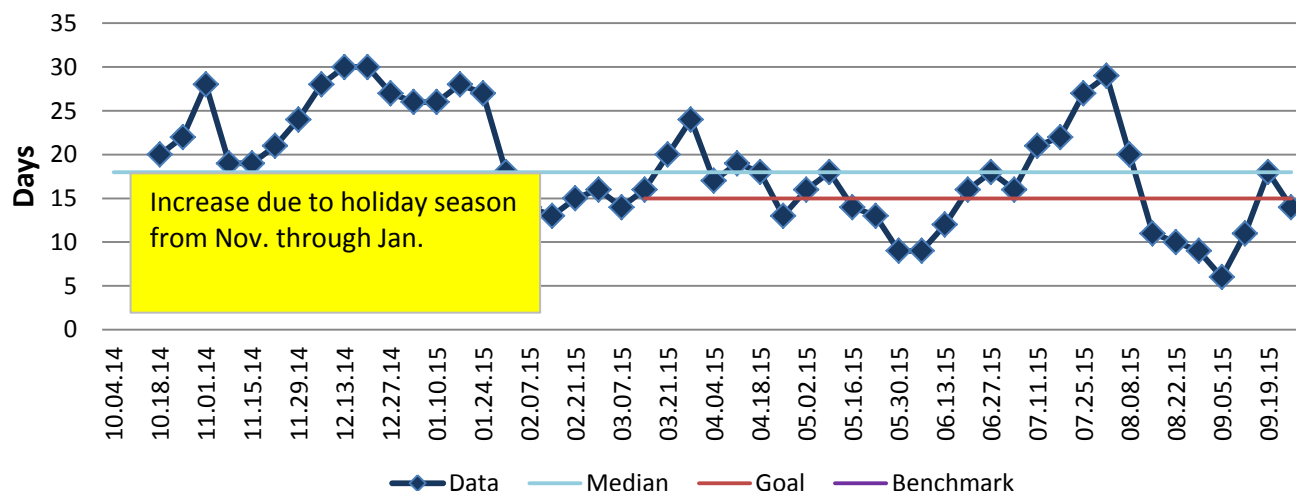
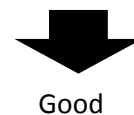


KPI Owner: Matt Maskey

Process: Vehicle Repair

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary			
Baseline: 35 Days October 2014 (PreKaizenEvent) Goal: Compared to a baseline of 35 days, reduce the longest time that a vehicle waited for a repair to 15 days. Benchmark: TBD		Data Source: Sedan Shop KPI Workbook	Plan-Do-Check-Act Step 8: Monitor and diagnose			
		Goal Source: Fleet Management	Measurement Method: Each data point represents the number of days that the oldest vehicle has waited at the fleet shop for repair.			
		Benchmark Source: TBD	Why Measure: To improve the wait time.			
		Next Improvement Step: Determine additional ways to collect data to represent the entire workload in the Sedan Shop.				
How Are We Doing?						
09.28.14-09.26.15 12 Month Goal	09.28.14-09.26.15 12 Month Average		09.20.15-09.26.15 Goal	09.20.15-09.26.15 Actual		
15	16		15	14		
Days	Days		Days	Days		

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Root cause analysis is not necessary because there is no gap between the goal and current performance.